



INDIAN RUBBER MANUFACTURERS RESEARCH ASSOCIATION

Affiliated to Ministry of Commerce & Industry,
(Government of India)

QUALITY PROCESS MANUAL **[ISO 9001:2015 & ISO/IEC 17025:2017]**

No:- IRMRA / QPROCM / 04
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DATE: 24/12/2021 DIRECTOR	DATE: 24/12/2021 MR

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QUALITY PROCESS MANUAL - ISSUE RECORDS			
Doc. No.	ISSUE NO.	DATE	REASON FOR CHANGE
IRMRA/QPROCM/03	03	07/05/2017	On Up-gradation to ISO 9001:2015
IRMRA/ QPROCM/04	04	27/11/2017	Upon incorporation of findings at stage 1, up gradation audit as per ISO 9001:2015, conducted by TUV India Pvt. Ltd certification body on 07/11/2017
IRMRA/ QPROCM /04	05	24/12/2021	Upon extension of scope to include the regional centers activities in the scope of certification.

AMENDMENT RECORD SHEET

Sr. No.	AMENDMENT PARTICULARS	Date	Sign of MR	Sign of Director

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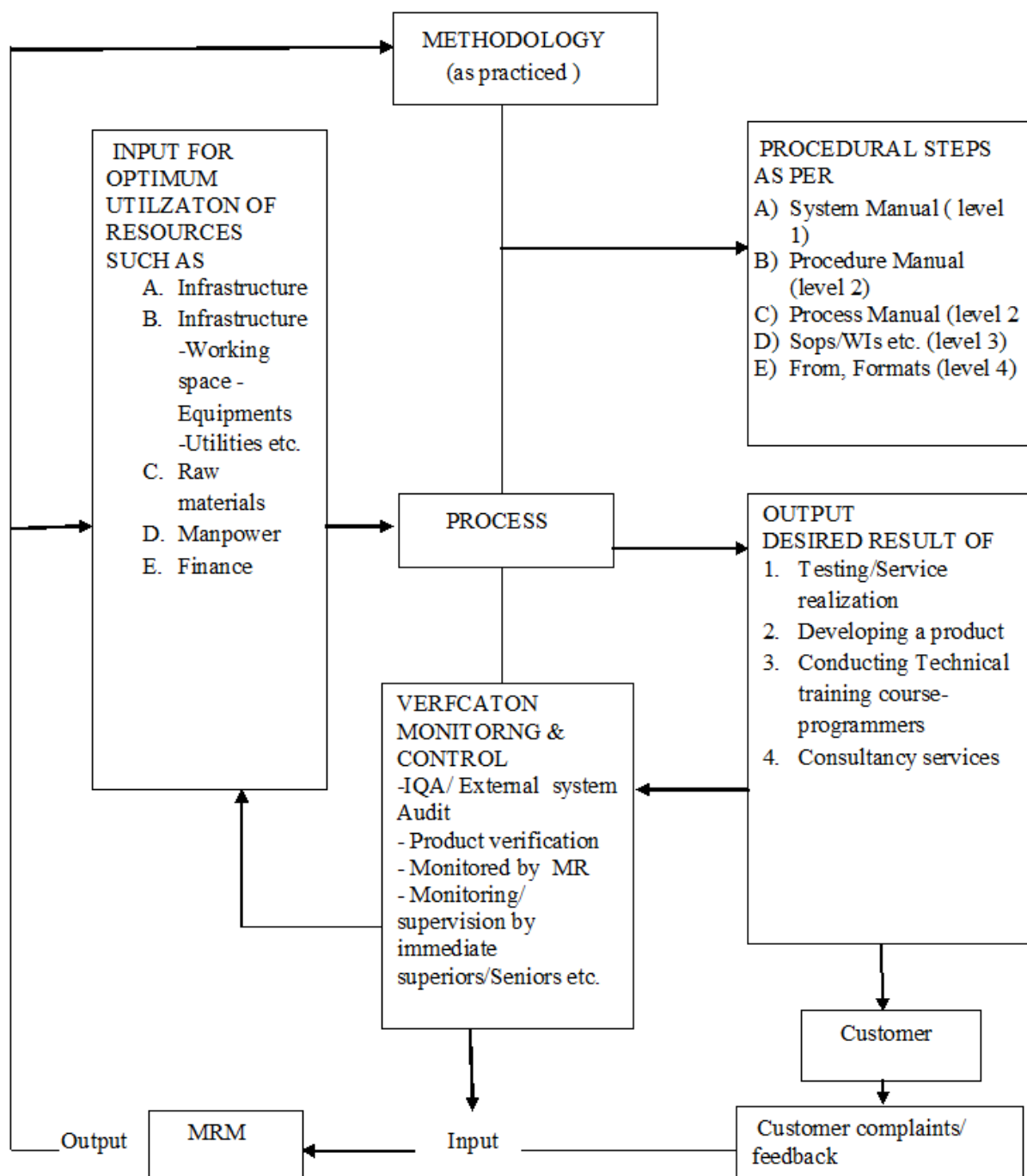
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PROCESS APPROACH MODEL FOLLOWED BY IRMRA

(For planning & implementing all the processes through continual improvement)



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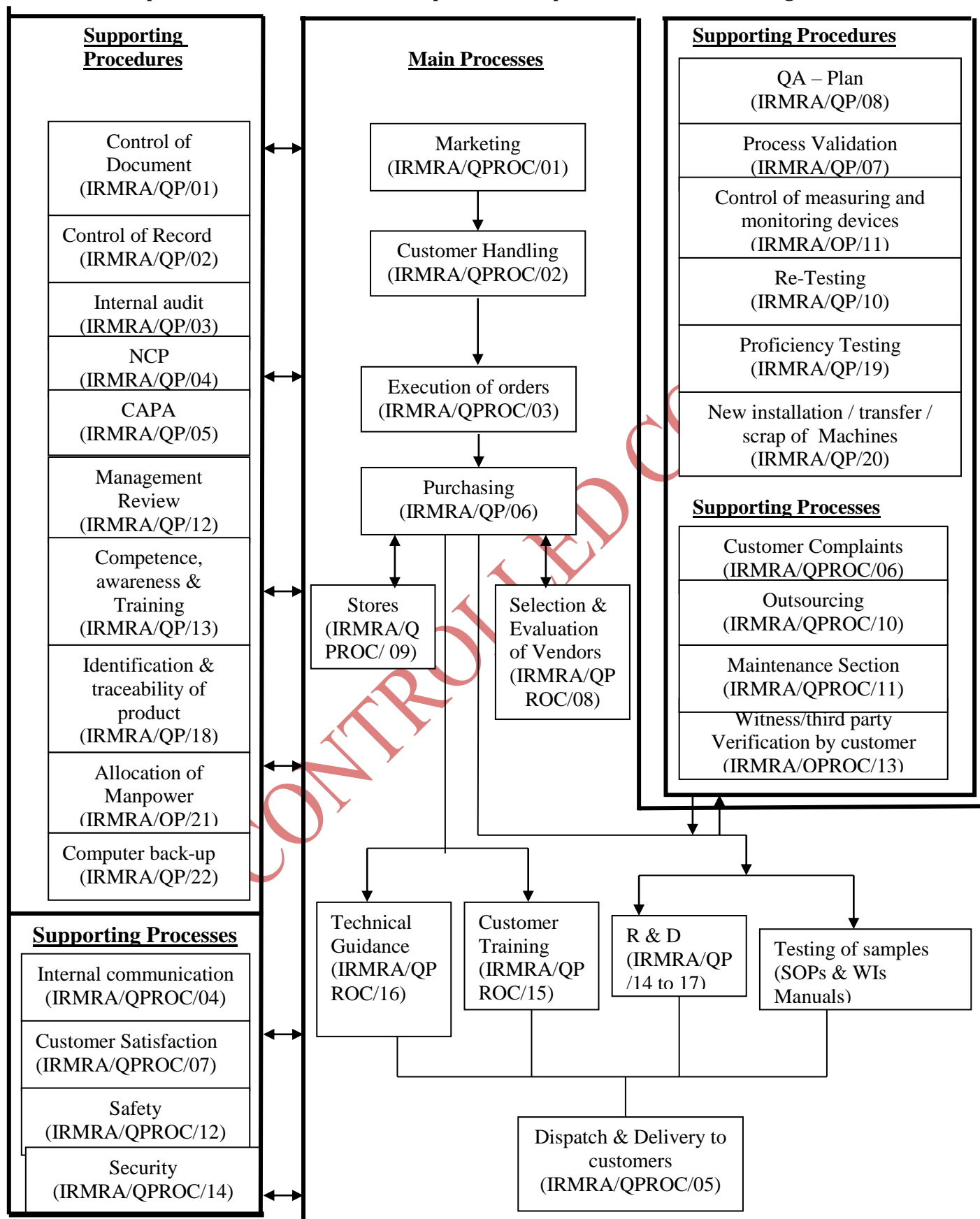
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IRMRA – PROCESS MAPPING

Sequence and interaction of various procedures & processes of IRMRA and Regional Centers



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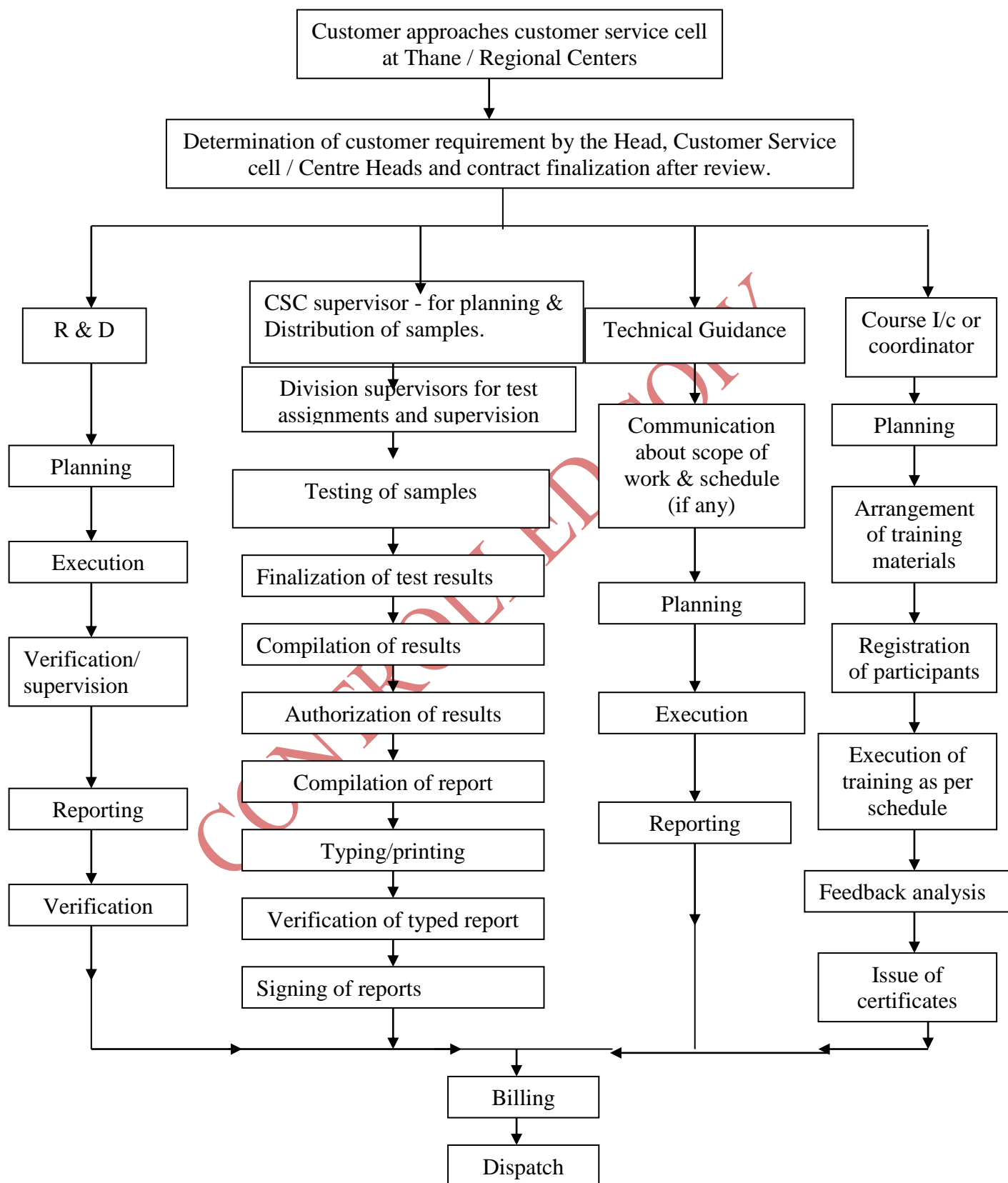
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PROCESSES/ACTIVITY SEQUENCE OF IRMRA



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Title of the process	Process for Marketing
Purpose	Growth of business by procuring more orders and research projects.
Scope	This process is applicable to all activities of IRMRA, Thane and Regional Centres.
Reference	ISO 9001:2015
Responsibility	Marketing Executive – For administrative aspects Scientists – For Technical aspects.
Process Number	IRMRA/QPROC/01
Output	Desired business growth & obtaining sponsored projects.

01.1 INPUTS

i) Information

1. Brochures
2. Photographs
3. Service Charge lists.
4. Advertisements lists.
5. Website.
6. Yellow pages.

ii) Infrastructure

- Marketing Office
- Computer
- Telephone
- Fax

iii) Raw materials

- Stationeries.

iv) Manpower

- competent person/officers
- Training

v) Finance

- Budgetary provision for marketing.

01.2 METHODOLOGY

- i) Participating & sponsoring for seminars and exhibitions.

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- ii) Effective use of website through E-mails.
- iii) Personnel visits.
- iv) Inviting potential customers for business discussion.
- v) Arranging technical conferences, workshops & seminars.
- vi) Writing introductory letters along with literatures like Brochures providing list of facilities, service charges etc.
- vii) Telephonic information's.
- viii) Sending quarterly Newsletters to the potential customers.
- ix) Publishing technical papers in Rubber related magazines/journals.
- x) Use of consultants and liasoning agents in various important cities in India and if possible in abroad.
- xi) Keeping proper records of all our marketing efforts and activities.

01.3 MONITORING, CONTROL & VERIFICATION :

- i) Periodical review by Director for progress.
- ii) Quality System audits (both internal and external)
- iii) MRC meeting.

01.4 RISK & OPPORTUNITIES

- i. High competition from East European countries and other Asian countries
- ii. Rising potential in the domestic and international market for automotive and other industries
- iii. Use of e-commerce in direct marketing.

01.5 PERFORMANCE INDICATOR

- i. Increase in visit to customers from 50 to 100
- ii. To conduct workshops from 3 to 6
- iii. To increase the members from 130 to 250

01.6 SCOPE FOR IMPROVEMENT:-

- i) Taking appropriate actions on decisions taken in review meeting.
- ii) Customer complaints / feedback.

01.7 RECORDS:-

- i) Financial statements – Annual report.
- ii) Marketing correspondences.

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Title of the process	Process for Customer handling
Purpose	To convert the enquiries from customer to service orders
Scope	<ol style="list-style-type: none"> 1. Directing customer to the respective section for ascertaining the requirement in a definite manner. 2. Feasibility checks. 3. Commercial aspects. 4. Finalization of contracts & assigning the job to concerned person. 5. Applicable to IRMRA, Thane and regional centres at Kolkata and Sri City
Reference	ISO 9001:2015, Cl.No. 5.1.2; 8.2.1
Responsibility	<ol style="list-style-type: none"> i) CSC head/ Centre Heads for customer handling related to testing. ii) SHs / HODs / PLs for projects and other matters.
Process Number	IRMRA/QPROC/02
Output	Finalization of contract in a desired manner.

02.1 INPUT

i) Information

- Customer needs in respect of quality, pricing, delivery time and capability.
- Supporting backup literature to enable product realization.
- Approved service charge list.

ii) Infrastructure:

- Office space with usual facilities.
- Communication facilities in working condition.

iii) Raw materials - Letter Heads, CR formats etc

iv) Manpower - Trained and competent person for order negotiation.

v) Finance - Availability as per budget.

02.2 METHODOLOGY:-

- i) Discussion with clients for ascertaining the requirement.
- ii) Negotiating the price, time delivery and specification as applicable.
- iii) Preparing and issuing of contract intend and finalization.
- iv) To make amendments as and when required.

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02.3 MONITORING, CONTROL & VERIFICATION:-

- i) Monitoring by HOD/Dy.Director.
- ii) System monitoring through Internal Audit/External System Audit.

02.4 RISK & OPPORTUNITIES

- i. High Lead time in services
- ii. Poor IT infrastructure & service
- iii. Use of information technology and decision support software to help eliminate the length of the production cycle for different products

02.5 PERFORMANCE INDICATOR

- i. Maximize the conversion of enquiries to business
- ii. Response to emails on the same day of receipt
- iii. Entry of samples on the same day of receipt from customer
- iv. Coordinate with lab for test completion and final report generation on EDC

02.6 SCOPE FOR IMPROVEMENT:-

- i) As per IQA/External audit findings.
- ii) Minutes of discussion related to the processes.

02.7 RECORD:-

- i) Format No. IRMRA/FT/CR/01
- ii) Minutes of meeting whenever required.

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Title of the process	Process for Execution of Order
Purpose	Execution of service, developmental orders.
Scope	To control & manage the process to execute the service orders by the respective section heads at Thane and regional centres as desired contractual agreements with customer.
Reference	ISO 9001:2015
Responsibility	Section Heads / HODs
Process Number	IRMRA/QPROC/03
Output	Accurate result and delivery at scheduled date.

03.1 **INPUT**

i) **Information**

- i) Customer requirements
- ii) Ref. Standards, operating manuals for equipments.
- iii) SOPs/WIs as required.

ii) **Infrastructure**

Instruments / equipments in working condition duly calibrated whenever needed.

iii) **Raw materials**

Raw materials as required – for executing the order.

iv) **Manpower**

Trained and competent manpower.

v) **Finance**

As budgeted.

03.2 **METHODOLOGY**

- i) Determine testing/development requirements.
- ii) Carry out the testing as per SOPs/WIs or operating manual/design of development/ as per customer's specification/procedure.
- iii) Observations & calculations / recording the results.
- iv) Report preparation & validation /verification plan.

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03.3 MONITORING, CONTROL & VERIFICATION

- i) Monitored by SH
- ii) IQA/External audit findings.
- iii) Periodic inspection visits by HODs/Director.

03.4 RISK & OPPORTUNITIES

- i. Limited testing and product development facilities in other regions
- ii. Poor supply chain management
- iii. No facility for testing and certification of aircraft tyres
- iv. Underutilization of sophisticated equipment's / machineries

03.5 PERFORMANCE INDICATOR

- i. Completion of jobs (Testing / Projects) on or before due date.
- ii. New Method / Product development and Strategic upgradation of the facility
- iii. On time calibration of the equipment.

03.6 SCOPE FOR IMPROVEMENT

- i) Finding of IQA
- ii) Minutes of discussion related to the process.

03.7 RECORDS: As maintained Section wise.

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Title of the process	Process for Internal Communication
Purpose	For ensuring better internal communication system at IRMRA.
Scope	This process is applicable to all sections / Departments of IRMRA, Thane and regional centres
Reference	ISO 9001:2015
Responsibility	1. Director for total control. 2. HODs for guiding the Sectional Heads. 3. MR for prepare, Issue, control & amendments
Process Number	IRMRA/QPROC/04
Output	To establish better and effective internal communication processes.

04.1 INPUT:

- i) Manpower for internal transport of materials/messages
- ii) Forms, formats, duplicate for communication.
- iii) Intercom in good working order
- iv) LAN – Network assistants for chat.
- v) Adequate resources & finance for purchase of above services.

04.2 METHODOLOGY:

- i) By following the suitable methods for the suitable purpose.
- ii) Utilising proper formats/forms for the said purposes.
- iii) By providing the proper training to the personnel

04.3 MONITORING, CONTROL & VERIFICATION:

- i) IQA & external Audit findings.
- ii) HOD / Director supervision.

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04.4 RISK & OPPORTUNITIES

- i. Poor (OLD) IT infrastructure & service
- ii. Use of information technology and decision support software to help eliminate the length of the production cycle for different products

04.5 PERFORMANCE INDICATOR

- i. To complete all types of back-ups as per defined schedule
- ii. No breakdown in IT services (Outlook, Kirti Lims etc)

04.4 SCOPE FOR IMPROVEMENT

- i) As determined in IQA findings/External audit findings.

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Title of the process	Process for Dispatch of Products / Reports
Purpose	For verification of reports / developed products before dispatch.
Scope	This process is applicable to dispatch activity of administration department of IRMRA at Thane and regional centers
Reference	ISO 9001:2015 Cl. No. 8.6
Responsibility	i) CSC for test reports ii) Admn. for products despatch
Process Number	IRMRA/QPROC/05
Output	To deliver the correct report/product to the customer.

05.1 INPUT:

- (i) Check lists – for despatch
- (ii) Responsible/competent person
- (iii) All communication/correspondence with the customer
- (iv) Quality Assurance plan for product despatch
- (v) Delivery challan – for products despatch
- (vi) Bills & reports – Inspection/notes etc.
- (vii) Courier service/postal/transportation as required.
- (viii) Packaging materials as required including postal covers.

05.2 METHODOLOGY:

- (I) Check for the compliance of all requirements of customer
- (ii) Check for payments terms
- (iii) Verify the billing amount
- (iv) Despatch details are checked.
- (v) Delivery challan is made for goods /products other than reports.

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05.3 MONITORING, CONTROL & VERIFICATION:

- (i) IQA & external Audit finding.
- (ii) Supervision by seniors – Director/HODs/SHs.

05.4 RISK & OPPORTUNITIES

- i) Delivery to wrong customer
- ii) Late dispatch
- iii) Late delivery by courier service provider
- iv) Timely dispatch

05.5 PERFORMANCE INDICATOR

- i. Timely dispatch of reports / products
- ii. On time sharing of dispatch details to concerned

05.6 SCOPE FOR IMPROVEMENT:

- (i) As determined in IQA findings and external audit findings.
- (ii) As suggested by Director /HODs/SHs.

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Title of the process	Process for handling Customer complaints
Purpose	For receiving & analyzing customer complaints
Scope	This process is applicable to all sections / Departments of IRMRA, Thane and regional centers
Reference	ISO 9001:2015, Cl. No.: 8.2.1 / ISO 17025:2017
Responsibility	<ol style="list-style-type: none"> 1. Director for total control. 2. HODs for guiding the Sectional Heads. 3. HODs / Section Heads for taking appropriate and prompt action 4. MR for prepare, Issue, control & amendments
Process Number	IRMRA/QPROC/06
Output	To reduce or eliminate the genuine customer complaint.

06.1 INPUT:

- (i) Format for feedback
- (ii) Format for complaint analysis
- (iii) Resources for analysis of complaints/customer care.
- (iv) Mode of communication- facilities to customer
- (v) Positive approach to receive the complaints/scrutiny/analysis.

06.2 METHODOLOGY:

- (i) First scrutiny by top official always
- (ii) Recording the complaints in all cases
- (iii) Proper reply within the suggested date of reply
- (iv) Lesson from complaint and CAPA to be taken

06.3 MONITORING, CONTROL & VERIFICATION :

- (i) Complaint analysis book and file.
- (ii) IQA / External body audit findings.

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(iii) Monitored / supervised by HODs/Director/SHs.

06.4 RISK & OPPORTUNITIES

- i. No verification of the report in line with customer requirement before dispatch
- ii. On time delivery of reports
- iii. Feasibility study for testing before finalizing the contract review

06.5 PERFORMANCE INDICATOR

- i. To reduce Customer complaints
- ii. Corrective & Preventive action
- iii. To determine the root cause analysis.

06.6 SCOPE FOR IMPROVEMENT:

- (i) As determined in IQA/External System audits.
- (ii) As discussed in MRM

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Title of the process	Process for Customer satisfaction
Purpose	To identify and measure the customer satisfaction
Scope	This process is applicable to all sections / Departments of IRMRA, Thane and Regional Centers
Reference	ISO 9001:2015 - Cl. No. 5.1.2, 9.1.2, 9.1.3 IRMRA/TQASP-03
Responsibility	1. Director for total control. 2. HODs for guiding the Sectional Heads. 3. PL/CSC (Head) for collection of feedback form. 4. QM/MR for prepare, Issue, control & amendments
Process Number	IRMRA/QPROC/07
Output	To enhance the customer satisfaction

07.1 INPUT:

- (i) Customer feed back
- (ii) Facilities like E-mail, fax, personnel contacts, Telephone.
- (iii) Manpower

07.2 METHODOLOGY:

- (i) Sending feed back forms to customer randomly.
- (ii) Analyzing the feed back
- (iv) Calculation of Customer Satisfaction Index (CSI): -

IRMRA collects feedback from their customers through the format No. IRMRA/FT/Customer feedback/03. IRMRA encourages all its customers to give the feedback through e-mail, fax, courier or by person in the prescribed format.

IRMRA calculates Customer Satisfaction Index with a given waitage of 5 for excellent, 4 for v.good, 3 for good, 2 for Average and 1 for Poor in all the areas of services such as quality of testing, efficiency of IRMRA services, accuracy of information of certificates, relationships between the cost of services and the

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benefits received, Comparison of IRMRA to other R & D Institutes providing similar services etc.

The customer satisfaction index calculated based on the number of feedback forms received for a specified period. IRMRA always try to collect maximum number of feedback for a given period and statistically analysed based on its quarterly basis.

Percentage of Customer Satisfaction Index (CSI) is calculated for every area of services using the formula:-

$$\text{CSI (each area of services)} = \frac{5(F1) + 4(F2) + 3(F3) + 2(F4) + 1(F5)}{N \times 5} \times 100$$

Where –

F1 = Total no. of feedback received with Excellent Remarks (within the specified period)

F2 = Total no. of feedback received with V. Good Remarks (within the specified period)

F3 = Total no. of feedback received with Good Remarks (within the specified period)

F4 = Total no. of feedback received with Average Remarks (within the specified period)

F5 = Total no. of feedback received with Poor Remarks (within the specified period)

N = Total no. of feedback forms received for a specific period (within the specified period).

The measured CSI is compared with respect to the previous quarter and planned for improvement. The number of customer feedback received within period is compared with previous period.

Records: -

- 1) Customer Feedback Forms
- 2) CSI Calculation data for a given period for every area using the above

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formula.

07.3 MONITORING, CONTROL & VERIFICATION:

- (i) IQA / External system audit.
- (ii) Trend analysis of CSI for every quarter.

07.4 RISK & OPPORTUNITIES

- i. Delayed response to enquiries of customer
- ii. Inadequate contract review / feasibility study
- iii. Inadequate reporting without verification
- iv. Use of e-commerce for customer interface (mobile app, website)
- v. On time service to the customer

07.5 PERFORMANCE INDICATOR

- i. Response to emails on the same day of receipt of enquiry
- ii. Acknowledgement of samples on the same day of receipt from customer
- iii. Quotations with accurate technical details and accurate contract review
- iv. Communication to customer on delay in report
- v. Communication to customer on sample and payment receipt

07.4 SCOPE FOR IMPROVEMENT:

- (i) As discussed by IQA/External audit findings
- (ii) As discussed in MRM.
- (iii) Reference: - Procedure for Improvement – IRMRA/QP/19.

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Title of the process	Process for Selection & Evaluation of Suppliers
Purpose	For selection and evaluation of suppliers.
Scope	This process is applicable to all sections / Departments of IRMRA and regional centres related to purchase process.
Reference	ISO 9001:2015 Cl. No. 8.4.2, 9.1.3
Responsibility	Purchase Coordinator for evaluation purpose.
Process Number	IRMRA/QPROC/08
Output	To select & evaluate the suppliers suitable to the system of IRMRA.

08.1	INPUT:
(i)	Selection criteria for selection of vendors.
(ii)	Data for selection criteria assessment.
(iii)	Resource for doing the evaluation purpose.
(iv)	Suppliers data
08.2	METHODOLOGY:
(i)	<p><u>Selection of vendors:</u> -</p> <p>IRMRA selects any vendor depending on: -</p> <p>Quality of the materials/Quality of workmanship</p> <p>Capability of the supplier (Finance & Job execution)</p> <p>Adherence to Delivery Schedule</p> <p>Organizational behaviour</p> <p>Competitive price offered</p> <p>IRMRA keeps the new vendors as trial-based vendor for the period of one year and then it approves as per evaluation criteria.</p>
(ii)	<p><u>Evaluation of Suppliers:</u></p> <p>Evaluation of suppliers will be made on annual basis for rubber, rubber chemicals and laboratory critical consumables with respect to the following criteria on sampling basis.</p> <p>The purchase in-charge will monitor the evaluation records by way of grading the suppliers on the basis of following criteria.</p>

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Supplier Evaluation Criteria						
S. N.	Parameter		1	2	3	4
1.	Quality	Item	Rejected	Rejection 2% to 5%	Rejected below 2%	No rejection
		Services	Not satisfactory	Satisfaction below 90%	Satisfaction up to 90%	Satisfactory
2.	Delivery		Delay above 7 days	Delay between 3 to 7 days	Delay below 3 days	No delay
3.	Service		Poor	Good	Very good	Excellent
<p>The acceptance criterion of retaining a supplier is ≥ 60 (as per Supplier evaluation form IRMRA/PUR/VE).</p> <p>The list of approved suppliers will be reviewed during internal audits as per ISO 9001 and ISO/IEC 17025 quality management systems.</p>						
08.3	MONITORING, CONTROL & VERIFICATION :					
(i)	Internal audits					
(ii)	Records of evaluation/selection criteria (See Annexure Manual).					
08.4	RISK & OPPORTUNITIES Non-capability of vendor to execute order Lack of market survey To create potential supplier base To get competitive offers					
08.5	PERFORMANCE INDICATOR Evaluation & re-evaluation of supplier as per defined schedule Number of potential suppliers for critical items Entering into rate contracts for critical consumables					
08.6	SCOPE FOR IMPROVEMENT:					
(i)	As detected in internal audit results/findings.					
08.7	RECORDS:					
(i)	Supplier Evaluation record.					

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Title of the process	Process for Stores handling
Purpose	To establish a process for handling of stores at IRMRA
Scope	This process is applicable to all sections / Departments of IRMRA and regional centers
Reference	ISO 9001:2015, Cl. No. 8.5.4
Responsibility	Stores In charge
Process Number	IRMRA/QPROC/09
Output	To keep the record of incoming materials & consumption.

09.1 INPUT:

- (i) Designated places
- (ii) Responsible person to handle store
- (iii) Issue register/maintenance of stock
- (iv) Computer for handling P.O. & processing the stores items
- (v) Inspection plan for receiving goods
- (vi) List of items under stores maintenance records.

09.2 METHODOLOGY:

- (I) Incoming stores are registered
- (ii) Issued as and when required
- (iii) Balance stock is maintained as and when required.
- (iv) On need basis the special chemicals are purchased.
- (v) Only regularly consumable items are made available in stock.
- (vi) Inspected all the incoming goods as appropriately and checked before release of payment.

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09.3 MONITORING, CONTROL & VERIFICATION:

- (i) Store/register for the stock may be section wise.

09.4 RISK & OPPORTUNITIES

- i) Inadequate environmental condition for storage & handling
- ii) Improper stock entry register
- iii) ABC analysis for storage to have better control on inventory & lossess

09.5 PERFORMANCE INDICATOR

- i. Proper maintenance of issue & inward register
- ii. Timely issue of material
- iii. Inspection & verification of documents of received material as per P.O.

09.6 SCOPE FOR IMPROVEMENT:

- (I) As determined in IQA findings/External audit.

09.7 RECORDS:

- (i) Stores stock issue register.

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Title of the process	Process for Control Outsourcing Activities
Purpose	To avail the outsourcing processes as and when required.
Scope	Applicable to all sections/departments which involved in outsourcing activity at IRMRA, Thane and regional centres
Reference	ISO 9001:2015, Cl. No. 4.4.1, 8.4.2, 8.5.4
Responsibility	HODs/SHs.
Process Number	IRMRA/QPROC/10
Output	Proper outsourcing process to meet the customer or product requirements within the time bound scheduled.

10.1 **INPUT:**

- (i) Supplier's details/past performance records – vendor evaluation record.
- (ii) Capability, delivery and organisational behaviour with the Organisation.
- (iii) Technical knowledge details.
- (iv) Legal identity of the supplier and system followed.
- (v) Machine calibration requirements etc.

10.2 **METHODOLOGY:**

IRMRA out sources the following processes:-

The following criteria shall be used for establishing control on the outsourced activities :-

For the about outsource activity suppliers it is first ensured that all the documents mentioned in 10.1 are available. A technically & commercially clear P.O. is issued to the supplier with proper specification and acceptance of contract. The following minimum control measures are put for the above mentioned outsource activities :-

Outsourcing services	Control measures
Mould design and fabrication	<ol style="list-style-type: none"> 1. Previous experience 2. Adequate facilities for required job 3. Competence required for the design and fabrication. 4. Commercial terms and conditions

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	<ol style="list-style-type: none"> Any other factor as deemed necessary Design and drawing of mould and its approval prior to fabrication. Acceptance parameter of mould Trial performance details The warranty of mould. The delivery schedule including periodic progress to be reviewed if any. Preferably the firm / supplier shall have ISO 9001 QMS certification..
Calibration services	<ol style="list-style-type: none"> Previous experience Adequate facilities for required calibration / The desired accuracy and measurement uncertainty required for calibration to be checked. NABL accreditation & scope of accreditation. Commercial terms and conditions Any other factor as deemed necessary
Annual maintenance of equipments	<ol style="list-style-type: none"> Previous experience Adequate facilities for required job Competence required for the maintenance of the concern equipment / instruments. Commercial terms and conditions Any other factor as deemed necessary
Calendaring and moulding services	<ol style="list-style-type: none"> Previous experience Adequate facilities such as size of calendaring and press etc for required job Competence required for the operation Commercial terms and conditions The firm should have operational procedure for carrying

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	<p>out such operation in their premises.</p> <p>6. Operator should have undergone a formal training on the specified activity and its importance.</p> <p>7. The firm should have a log book or in any other forms / formats showing the record for the activity carried out and with control technical parameters like date, stock temp., thickness etc for calendaring activity</p> <p>8. the record for the activity carried out and with control technical parameters like date, Moulding temp., curing time etc for moulding activity etc</p> <p>9. Any other factor as deemed necessary</p>
Subcontract Testing activities	<p>1. Previous experience</p> <p>2. Adequate facilities for required testing</p> <p>3. meeting Cl. No. 4.5 of ISO 17025 requirements i.e NABL accreditation</p> <p>4. Commercial terms and conditions</p> <p>5. Any other factor as deemed necessary</p>
Courier services	<p>1. Previous experience</p> <p>2. On time delivery</p> <p>3. Commercial terms and conditions</p> <p>4. Any other factor as deemed necessary</p>
Catering services	<p>1. Previous experience</p> <p>2. Quality of food and services</p> <p>3. Commercial terms and conditions</p> <p>4. Any other factor as deemed necessary</p>
Xerox & Printing services	<p>1. Previous experience</p> <p>2. Adequate facilities for quality of Xerox and printing services.</p> <p>3. Timely delivery</p> <p>4 Commercial terms and conditions</p> <p>5. Any other factor as deemed necessary</p>

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Faculty services for training	1. Qualification and experience 2. Previous experience 3. commercial terms and conditions 4. Any other factors as deemed necessary.
Engineering services for FEA	1. Qualification – Engineering back ground with special Expertise for handling non linear software like Abaqus etc. 2. Previous hands on experience of handling such jobs. 3. Commitment for delivery on time 4. commercial terms and conditions 5. Any other factor as deemed necessary.
Man power Contractual services	1. Commitment to supply the contractual man power as required. 2. Following the statutory norms 3. Previous experience 4. Commercial terms and conditions 5. Any other terms as deemed necessary for the services.

In all the cases the adherence of schedule of delivery shall be monitored. Any Inspection norms and warrant period etc.

10.3 MONITORING, CONTROL & VERIFICATION:

- (i) IQA & external Audit finding.

10.4 RISK & OPPORTUNITIES

- i) Inadequate contract review / commercial terms & conditions
- ii) Non-capability of service provider
- iii) Improper legal identification of service provider
- iv) On time delivery of the service to the customer through subcontracting
- v) Diversification of scope of services through subcontracting

10.5 PERFORMANCE INDICATOR

- i. Evaluation of service provider based on the requirement / type of service
- ii. Proper contract review / commercial terms & conditions
- iii. Rate contract for frequent services to be subcontracted

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10.6 SCOPE FOR IMPROVEMENT:

- (I) As determined in Audit findings.

10.7 RECORDS:

P.O. file and correspondence with vendors.

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Title of the process	Process for Maintenance Activity
Purpose	To establish a process for activities related to Maintenance activity.
Scope	This process is applicable to Maintenance section (Corporate)
Reference	ISO 9001:2015, Cl. No.: 8.5.4
Responsibility	1. Director for total control. 2. HODs for guiding the Sectional Heads. 3. Section Head of maintenance for operation of maintenance activities. 4. MR for prepare, Issue, control & amendments
Process Number	IRMRA/QPROC/11
Output	(i) To reduce number of breakdown and failure of the Machine/Instruments (ii) To keep the availability of machines/instruments at the maximum level.

11.1 INPUTS:

- i) List of equipments & history card.
- ii) Tools and tackles.
- iii) Team of competent persons.
- iv) Necessary consumables and spares.
- v) Operating/maintenance manual supplied by supplier/vendor.
- vi) Preventive maintenance schedule & checklists.

11.2 METHODOLOGY:

- i) Carry out the maintenance as per industry practice under competence supervision.
- ii) Enter required information in the record sheet.
- iii) Contact supervisor for special information.
- iv) Carry out work.

11.3 MONITORING, CONTROL & VERIFICATION:

- i) Direct supervision by Maintenance Head.
- ii) IQA for system
- iii) Validation

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11.4 RISK & OPPORTUNITIES

- i) Old technology / machineries
- ii) Reduction in cost by using latest technology

11.5 PERFORMANCE INDICATOR

- i. Maintaining comprehensive list of machineries and equipment
- ii. 100% on time preventive maintenance
- iii. To ensure 100% Statutory compliance
- iv. To reduce maintenance cost by 5 %

11.6 SCOPE FOR IMPROVEMENT

- i) As detected by IQA results/finding.
- ii) Rectification of defects/complaints received from users.
- iii) Efficiency of machines.

11.7 RECORDS:

Maintenance Log sheet.

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Title of the Process	Process for Safety
Purpose	For ensuring safety at IRMRA.
Scope	This process is applicable to all sections / Departments of IRMRA, Thane and regional centers
Reference	ISO 9001:2015 Cl. No. 7.1.4, 8.5.4
Responsibility	1. Director for total control. 2. HODs for guiding the Sectional Heads. 3. MR for prepare, Issue, control & amendments
Process Number	IRMRA/QPROC/12
Output	Accident free working days

12.1 INPUT:

- i) First aid boxes
- ii) Training on safety
- iii) Slogans on safety
- iv) Manpower
- v) Fire extinguishers

12.2 METHODOLOGY:-

- i) IRMRA has taken all types of care to implement the safety norms and to ensure the safety of employees at their work place.
- ii) IRMRA has installed fire extinguishers, first aid boxes in different prominent locations.
- iii) IRMRA has conducted special training to all employees with regard to safety requirements.
- iv) IRMRA trains a team of people named as "**SAFETY TEAM**" continuously for its necessary up-gradation of knowledge on safety.
- v) IRMRA has tagged few safety slogans on various locations of the organization to

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implement the safety awareness among the employees.

12.3 MONITORING, CONTROL & VERIFICATION

- i. Record of Accidents (if any)
- ii. IQA/External system audits

12.4 RISK & OPPORTUNITIES

- i) Inadequate preventive maintenance planning.
- ii) Lack of seriousness among employees
- iii) Training on safety awareness to employees.

12.5 PERFORMANCE INDICATOR

- i. Training on safety.
- ii. Work instructions to be displayed with machines.
- iii. First aid boxes to be re-filled periodically.
- iv. Fire extinguishers to be keep in place & to be re-filled periodically.

12.6 SCOPE FOR IMPROVEMENT

- Any feedback from audit finding

12.7 RECORDS

- Safety records

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Title of the process	Process for Witness / third party verification by customer
Purpose	To establish a process for witness/third party verification at IRMRA
Scope	This process is applicable to all sections / Departments of IRMRA, Thane and regional centres
Reference	ISO 9001 :2015
Responsibility	SHs/HODs
Process Number	IRMRA/QPROC/13
Output	(i) To maintain the confidentiality of other customer samples. (ii) To regularize the third party inspection activity.

13.1 INPUT:

- (i) Written request from party for the witness purpose.
- (ii) Scope of witness – if applicable.
- (iii) Terms on payment – for witness.
- (iv) Restriction on witness/testing area.

13.2 METHODOLOGY:

- (i) IRMRA generally discourages the access of party to the testing area in order to maintain the confidentiality of other customer requirements.
- (ii) On written request, IRMRA accepts for the same under condition and is planned as required.
- (iii) Charges are levied as applicable.

13.3 MONITORING, CONTROL & VERIFICATION:

- (i) Records are created for the witness activities.

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13.4 RISK & OPPORTUNITIES

- i. Confidentiality of other customer
- ii. Biometric system on the laboratory door to restrict unauthorized persons entry

13.5 PERFORMANCE INDICATOR

- i. Signing of confidentiality agreement by the customer
- ii. Visitor pass to be issued
- iii. Details of the customers visited to be recorded

13.6 SCOPE FOR IMPROVEMENT:

- (i) As per suggestion by customers.
- (ii) As determined in IQA findings.

13.7 RECORDS

Maintained by section wise.

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Title of the process	Process for Security Section
Purpose	To establish a process for security of IRMRA
Scope	This process is applicable to all sections / Departments of IRMRA, Thane and regional centres
Reference	ISO: 9001: 2015 Cl. No. 8.5.4
Responsibility	1. Director for total control. 2. HODs for guiding the Sectional Heads. 3. MR for prepare, Issue, control & amendments
Process Number	IRMRA/QPROC/14
Output	Better security of IRMRA assets.

14.1 INPUT:

- (i) Instruction for security.
- (ii) Guidelines for security.
- (iii) Security office.
- (iv) Awareness of security aspects.
- (v) Shift details.
- (vi) Delivery Challan Stationery
- (vii) Gate Pass Stationery

14.2 METHODOLOGY:

- (i) Schedule of security for the day & night.
- (ii) The awareness programme – as required.
- (iii) Scrutiny and filing the Gate pass & Delivery Challan copy.

14.3 MONITORING, CONTROL & VERIFICATION:

- (i) Attendance
- (ii) Supervision by responsible person.
- (iii) Random check up for availability of security at gate/office.
- (iv) Scrutiny of materials sent on returnable Gate Pass.

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14.4 RISK & OPPORTUNITIES

- i) Improper schedule of security for the day & night.
- ii) Fixing of CCTV cameras to each corner of premises
- iii) Authorised / restricted access in the laboratory

14.5 PERFORMANCE INDICATOR

- i. Supervision by responsible person for their attendance of security at gate/office
- ii. Records for scrutiny of materials sent on returnable Gate Pass.
- iii. Back up & supervision of the video recording of CCTV cameras

14.6 SCOPE FOR IMPROVEMENT:

- (i) As per need on monitory measures.

14.7 RECORDS :-

- (i) Any unsecured situation.
- (ii) Gate Pass.
- (iii) Delivery Challan.

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Title of the process	Process for Technical Training Courses
Purpose	To plan & conduct technical training courses for imparting the training to the customers.
Scope	Applicable to the Training and Education section at Thane and regional centers
Reference	ISO 9001:2015
Responsibility	1. Course coordinator. 2. Consultant/marketing
Process Number	IRMRA/QPROC/15
Output	To arrange for effective TTCs as per participants/industry requirements.

15.1 INPUT:

- (i) Competent person as a co-ordinator
- (ii) Conference room facilities with adequate furniture.
- (iii) Computer, mike/projector facilities in working order.
- (iv) Schedule for TTC-Annual plan.
- (v) Plans for – Responsibility-Lectures/notes preparation & workshop etc.
- (vi) Communication media – Internet/E-mail – postal etc.
- (vii) Feedback system – Analysis & continual improvement suggestion.

15.2 METHODOLOGY:

- i) Annual plan is prepared and approved by Director for circulation.
- ii) Registration of candidature.
- iii) Collection of payments & issue of receipts.
- iv) Course co-ordination in a cordial manner.
- v) Timing & punctuality of lectures as per schedules.
- vi) Proper introduction of staff and candidature.
- vii) Interactive sessions – feed back analysis.
- viii) Examination & valuation – discussion
- ix) Certificate distribution and records.
- x) Post analysis of feedback and comments circulation – for improvements.

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- xi) Training to the trainers – schedule/plan.
- xii) Review on the TTC – before and after commencement of course.

15.3 MONITORING, CONTROL & VERIFICATION:

- (i) IQA & external Audit finding.
- (ii) Feedback for participants
- (iii) Training evaluation programme report.

15.4 RISK & OPPORTUNITIES

- i. Unorganized tiny and medium rubber industries
- ii. High training charges
- iii. Lack of customer base / details
- iv. New schemes on Skill India programme by Govt.

15.5 PERFORMANCE INDICATOR

- i. Number of training courses to be conducted
- ii. Number of participants to be trained in each course

15.6 SCOPE FOR IMPROVEMENT:

- (i) As per feedback
- (ii) IQA /External audit findings.

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Title of the process	Process for Technical Guidance
Purpose	To provide technical guidance to the customer on request.
Scope	All section/Departments at IRMRA, Thane and regional Centres
Reference	ISO 9001:2015
Responsibility	1. Director for total control. 2. HODs for guiding the Sectional Heads.
Process Number	IRMRA/QPROC/16
Output	Service realization with respect to the customer requirement.

16.1 INPUT:

- (i) Mode of communication/request for the guidance
- (ii) Available resources for guidance-library resources as per norms.

16.2 METHODOLOGY:

- (i) IRMRA provides to their customer on technical guidance as required by party within the scope of IRMRA capability and govt. regulations.
- (ii) Records are kept for the same.

16.3 MONITORING, CONTROL & VERIFICATION:

- (i) IQA & external Audit finding.
- (ii) As per feed back from customer.

16.4 RISK & OPPORTUNITIES

- i. Poor Marketing & Business promotion activities
- ii. High consultancy charges of IRMRA
- iii. Unorganized tiny and medium rubber industries
- iv. Rising potential in the domestic and international market for automotive and other industries

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16.5 PERFORMANCE INDICATOR

- i. No. of business opportunities captured
- ii. Customer feedback & customer satisfaction index

16.6 SCOPE FOR IMPROVEMENT:

- (i) As determined in IQA.
- (ii) System audit findings.

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